



COMMONWEALTH of VIRGINIA

Department of Health

M. NORMAN OLIVER, MD, MA
STATE HEALTH COMMISSIONER

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RICHMOND, VA 23218

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1-800-828-1120

November 22, 2021

Dear Client,

By participating in one of the Virginia Department of Health's (VDH) medication assistance programs, an update of your eligibility is **required every 6 months**. You can update your eligibility by using the new web portal, vacare.providecm.net, using a computer or cell phone. On the portal, select **Submit Application/Recertification** to complete your update. You can submit proof of income, insurance card copies, and other documents in this portal. **This portal should only be used for eligibility updates for the medication assistance program.** Visit the program website (www.virginia.gov/disease-prevention/vamap) to see frequently asked questions on using the eligibility portal.

Your eligibility update must be received by **December 31, 2021** or your medication access will be suspended.

Note: Do not submit 2022 insurance enrollment information (ACA or Medicare) with your eligibility update. This information must be given to the VDH enrollment assister, Benalytics (1-855-483-4647). Call this number for instructions on how to send it to them.

Some VDH staff can help you complete your eligibility update on Tuesdays and Wednesdays from 10 a.m. to 7 p.m. (excluding holidays). Call 1-800-533-4148 to reach the staff for this help.

Contact the Eligibility and Medication Call Center at 1-855-362-0658 or your medical provider/case manager for general questions about the medication assistance program.

Sincerely,

Virginia Department of Health